



## **Associate Director of Client Services**

**Department:** Intervention

**Reports to:** Deputy Director of Client Services

**Supervises:** Client Advocates, Housing Advocates, and Crisis Intervention Specialist

**Status:** Exempt/Full Time

**Grade:** 3

**Compensation Range:** \$60,320-\$65,000 (\$29.00-\$31.25/hr.), depending on experience

### **Position Summary**

Under the supervision of the Deputy Director of Client Services, the Associate Director of Client Services provides comprehensive direction and supervision to all Client Advocates (currently 6) and the Crisis Intervention Specialist—to ensure all client services are being provided in a trauma-informed, holistic manner.

### **Essential Duties & Responsibilities**

The Associate Director of Client Services' duties principally fall within the areas of Supervision and Client Services Management:

#### ***Supervision***

- Responsible for direct supervision and guidance of all Client Advocates and the Crisis Intervention Specialist, including team and one-on-one meetings;
- Responsible for coordinating with all intervention programs (i.e., Legal, Therapy, and Case Management/Client Advocacy) to expedite and facilitate Client Advocate/Case Management Team's goals and objectives;
- Assists the Deputy Director of Client Services with quality assurance activities to ensure tasks performed by Client Advocates and Crisis Intervention Specialist are performed in high-quality, trauma-informed manners;
- Responsible for performing annual evaluations of all Client Advocates and the Crisis Intervention Specialist;
- Assists the Deputy Director of Client Services in recruiting new Client Advocates and the Crisis Intervention Specialist;
- Coordinates onboarding orientations and ongoing trainings for new Client Advocates and Crisis Intervention Specialist;
- Coordinates and monitors all Client Advocate-aligned services specific to client service plan activities and any affiliated data tracking;
- Performs supervisory reviews of Client Advocates' client files—to ensure compliance with EC's internal record-keeping processes, as well as those required by select funders/grantors;
- Assists the Deputy Director of Client Services in completing programmatic reports; and
- Participates in agency planning and organizational/programmatic development.

#### ***Client Services Management***

- Provide back-up support to Client Advocate staff as needed;
- Provide back-up to Crisis Intervention Specialist as needed;
- Facilitate weekly multi-disciplinary meeting with all Client Service departments (i.e., Legal, Therapy, and Client Advocacy) as needed;



- Implements and enforces CYFD domestic violence procedures, policies, and guidelines as they pertain to Client Advocates/Crisis Intervention Specialist;
- Implements and enforces policies, procedures, and guidelines of intervention-aligned programs, including, but not limited to: Pathways, Mortgage Finance Authority, Office of Violence Against Women (OVW); Individual Development Accounts; and New Mexico Rapid Response; and
- Provides feedback and recommendations regarding Client Advocate-specific intervention programs to Deputy Director and Executive Director.

In addition to the essential duties outlined above, the Associate Director of Client Services will:

- Be committed to advancing immigrant rights, gender equity, and socioeconomic justice;
- Be committed to advancing Enlace's mission, vision, core values, and programmatic goals;
- Leverage best practices for facilitating positive, constructive interpersonal communication—including an ability to navigate and resolve conflict in a manner that values and respects relationships with colleagues and community partners; and will engage in direct communication with a solutions-oriented approach;
- Be highly organized, self-motivated, detail-oriented, creative, and demonstrate excellent time management in managing multiple projects;
- Exercise emotional maturity and a sense of humor in resolving pressing issues or project components;
- Be a collaborative team player who shares responsibilities, and supports and acknowledges colleagues' contributions;
- Respect differences in race, ethnicity, age, gender, gender identity, gender expression, sexual orientation, religion (or lack thereof), ability, arrest or conviction history, socioeconomic status, and immigration status; and
- Be flexible to manage other duties as assigned.

The duties and responsibilities outlined above do not comprise a comprehensive list and are intended to provide a representation of the general nature and level of work performed by an employee in this capacity. Enlace maintains the right to augment, realign, or remove duties and responsibilities as business dictates.

### **Knowledge, Skills, & Abilities**

The following characteristics are essential to the performance of this position.

- Ability to supervise staff;
- Ability to monitor, assess, and record client progress per service plan goals, and make adjustments to plans and services;
- Strong interpersonal and communication skills, and the ability to work effectively with a wide range of constituencies in diverse communities;
- Ability to assess clients' mental health status and develop appropriate service plan goals;
- Ability to operate effectively and communicate clearly during crises, including conveying client information to other professionals;
- Ability to gather data, compile information, and prepare reports;
- Ability to plan, implement, and evaluate individual client programs;
- Ability to maintain confidential records;
- Must have strong verbal and written communication skills in both English and Spanish.



**Please note:** an individual is not required to disclose information about mental or physical limitations that may potentially interfere with work performance. However, a reasonable accommodation is only possible if Enlace is notified of modifications that may be necessary for the individual to adequately perform the duties of the position.

***Enlace is an equal opportunity employer. We value a diverse workforce and an inclusive workplace culture. Enlace encourages applications from all qualified individuals without regard to race, color, religion, gender, sexual orientation, gender identity and expression, age, national origin, marital status, immigration status, disability, or veteran status.***

### **Position Qualifications**

- Bachelor's degree related to the field described and a minimum of two (2) years of experience that is directly related to the duties and responsibilities specified;  
OR
- Associate's degree, or equivalent coursework, with five (5) years' of work experience, at least two of which are directly related to the duties and responsibilities specified.
- Bilingual (English-Spanish), written and verbal required.

### **Employment Screening & Compliance**

- Employee will be subject to a CYFD background check;
- Employee must comply with all Enlace operational policies, especially those involving the safety of fellow workers, volunteers, and clients/customers;
- Employee must maintain a current and valid driver's license to perform work duties if position requires activities that necessitate travel by motor vehicle;
- Employee must have and maintain a clean driving record; and
- Must be authorized to work legally in the U.S. (e.g., via DACA/DREAM Act).

### **Enlace Work Environment**

- Most essential duties are performed in an office environment with exposure to a variety of business equipment and other pertinent materials normally found in this type of work setting; and
- Work is normally performed in an area permitting partial-to-total privacy.
- Work duties sometimes require travel to other locations throughout the city, state, and country.

**To Apply. All applicants must submit: a cover letter, a resume, and three (3) professional references** to: [jobs@enlacenm.org](mailto:jobs@enlacenm.org) with the subject line "Associate Director of Client Services" or mail to: Enlace Comunitario c/o Human Resources (2425 Alamo SE Albuquerque, NM 87106).